



# KENTUCKY DIRECT EMAIL CATALOG USER GUIDE


The Kentucky Direct Email Catalog provides users across the Commonwealth with an inventory of Direct secure messaging email addresses.

The user guide systematically explains how to:

- Register/Add Individual Direct Email Addresses,
- Upload Multiple Direct Email Addresses,
- Update/Modify Direct Email Addresses, and
- Search, Filter and Export Direct Email Addresses from the Catalog

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Before using this guide, you must log in to your existing Kentucky Online Gateway (KOG) account. Once logged in, the KHIE Direct Provider Registration application should appear under “Your Applications” as seen below in Figure 1. If the Direct Provider Registration application does not appear, please go to <https://khie.ky.gov/tech/Pages/dec.aspx> and click on the “Creating a Kentucky Online Gateway Account” link.

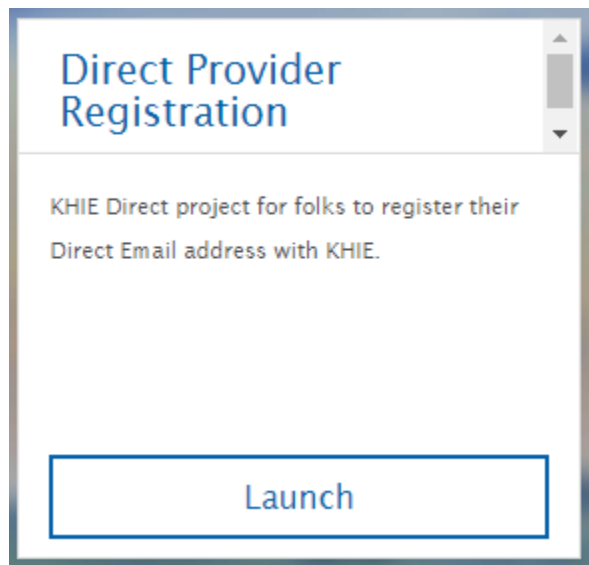
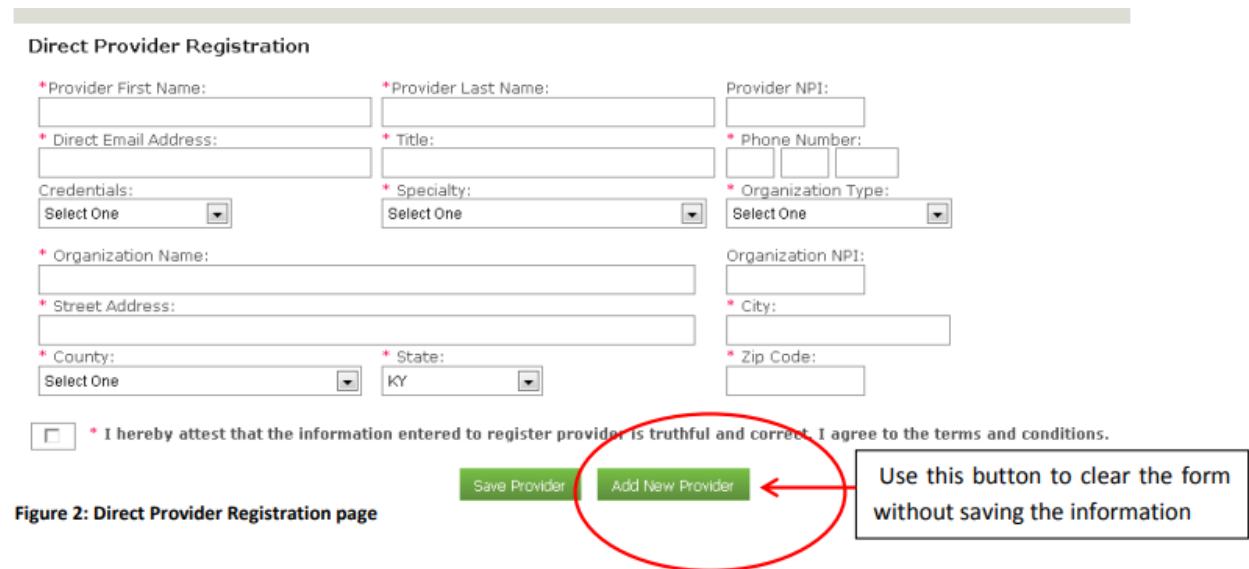


Figure 1: KOG Direct Provider Registration Tile

## SECTION 1: Add Individual Direct Email Addresses to the Catalog

To successfully register a provider and save a Direct email address in the Catalog:

1. Complete all of the required fields (\*) on the “Direct Provider Registration” page (see Figure 2),
2. Check the Terms and Conditions box, and
3. Select “Save Provider”
4. Repeat steps 1 through 3 for each Direct email address you wish to enter.



**Direct Provider Registration**

\*Provider First Name:  \*Provider Last Name:  Provider NPI:

\*Direct Email Address:  \*Title:  \*Phone Number:

Credentials:  \*Specialty:  \*Organization Type:

\*Organization Name:  Organization NPI:

\*Street Address:  \*City:

\*County:  \*State:  \*Zip Code:

☐ \* I hereby attest that the information entered to register provider is truthful and correct. I agree to the terms and conditions.

Use this button to clear the form without saving the information

Figure 2: Direct Provider Registration page

Please Note: If you select “Add New Provider,” a dialog box will appear (see Figure 3).

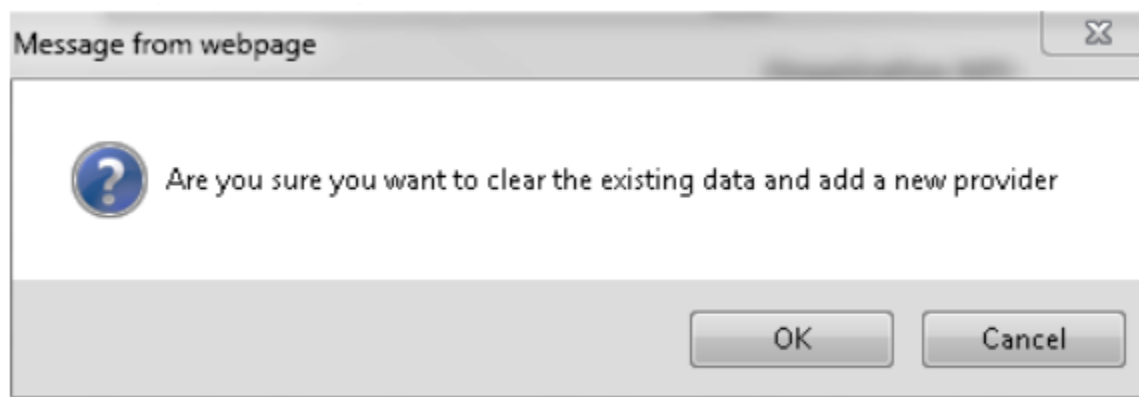


Figure 3: Add New Provider dialog box



## SECTION 2: Upload Multiple Direct Email Addresses to the Catalog

To upload multiple Direct email addresses to the Catalog:

1. Create a “Bulk Upload Request” Excel spreadsheet
  - a. The Excel spreadsheet **MUST** contain all of the columns listed below in Figure 4.
  - b. If all of the columns are not listed/populated, the bulk upload cannot be processed.
2. Email the “Bulk Upload Request” Excel spreadsheet to [John.Jaeger@ky.gov](mailto:John.Jaeger@ky.gov) with the subject line “Update to KY Direct Email Catalog.”


A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
FIRST_NAME	LAST_NAME	PROVIDER_NPI	EMAIL	TITLE	PHONE_NO	CREDENTIAL_TYPE	SPECIALTY	ORGANIZATION_TYPE	ORGANIZATION_NAME	ORGANIZATION_NPI	STREET1	CITY	COUNTY	STATE	ZIP

Figure 4: Multiple addresses template

## SECTION 3: Update/Modify Direct Email Addresses in the Catalog

It is vital that the Direct email addresses listed in the Catalog are current and correct, in order for referral partners or potential referral partners to send protected health information securely to your organization. Each facility is responsible for maintaining the accuracy of their Direct email addresses listed in the Catalog. Please follow the steps listed in Section 2 of this document to update or modify any address within the Catalog.

## SECTION 4: Search, Filter and Export Direct Email Addresses from the Catalog

1. Copy and paste <https://prdweb.chfs.ky.gov/directprovidersearch/ProviderSearch.aspx> to your web browser to be redirected to the Kentucky Direct Email Catalog Provider Search (see Figure 5).
  2. Enter your Direct email address in the appropriate field at the top of the search page.
    - a. This will be the Direct email address that was registered in the Catalog.
    - b. Note: In order to search for providers, you **MUST** have a Direct email address registered in the Catalog. Refer to section 1, if this step has not been complete.
  3. To search for a provider utilizing multiple fields:
    - a. Populate the desired field(s) (see Figure 5)
    - b. Select the “I agree to the terms and conditions” box
    - c. Select “Search Provider”
- 

4. To search the entire Catalog:
  - a. Do not populate any of the fields
  - b. Select the “I agree to the terms and conditions” box
  - c. Select “Search Provider”
  - d. All providers registered in the Catalog will be listed in alphabetical order by last name.
5. To export your results to an Excel spreadsheet:
  - a. Scroll to the bottom of the list of results
  - b. Select “Export Result”
  - c. All results will be exported to an Excel Spreadsheet.

#### Direct Provider Search

\* Enter your direct email address:  
john.doe@sampleclinic.com

First Name:  Last Name:

Specialty:  City:  County:

Organization Name:  Organization Type:

Search Provider Clear Search

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z All

MD John Doe, General Surgery  
Sample Clinic  
Lexington, KY, 12345  
555-555-5555  
john.doe@sampleclinic.com

Export Result

Direct email address is required to perform the search. Search can be performed on one field or multiple fields. Search results are sorted by last name of the provider. Search results can be filtered by last name using alphabetical filter

Figure 5: Direct Provider Search and Export Results